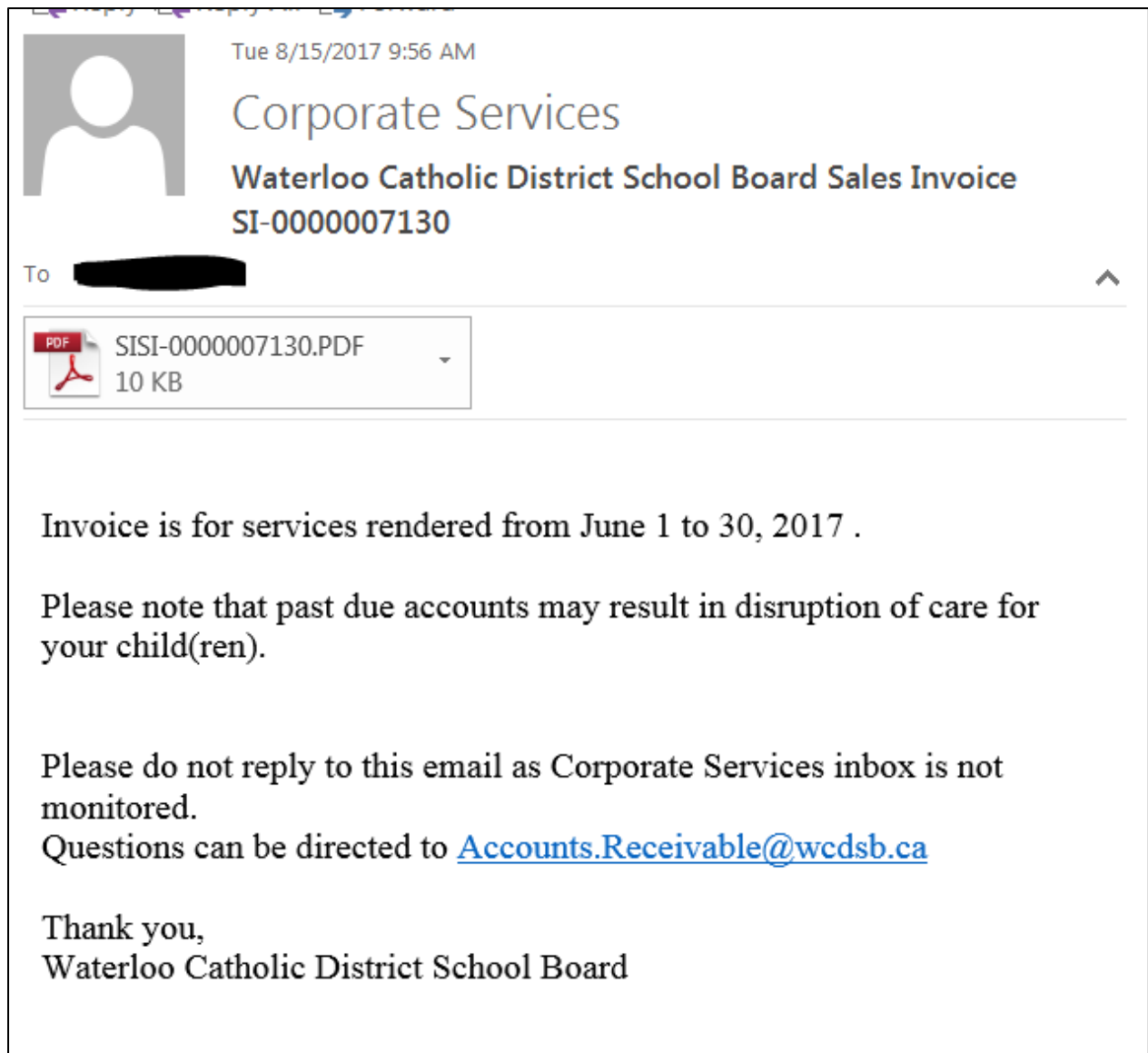


Extended Day Program – Billing/Invoices FAQs

1. When will I receive my first bill?

Your first invoice will be emailed on or about the 20th day of the current month of care. For example, your September 20th invoice will be for registered care days from September 1st – 30th. Invoices will be sent via email to the email address that you use to logon to the OneList system.

Invoices will be sent by our Corporate Services department. And will look similar to this:



2. What if I do not receive my bill on the 20th of the month?

If you do not receive your bill on the 20th, please wait until the 23rd of the month before calling the Board. Before calling, please check to make sure that the email has not gone into your spam/clutter folder. If you are fully subsidized by the Region of Waterloo, you will not receive an invoice. Invoices are only sent to parents that have an amount outstanding to the Board for care.

3. When is my bill due?

Your bill is due upon receipt of the invoice.

4. How can I pay my bill?

Method 1: Credit Card

You may make a credit card payment **in person** between 8:30am and 4:30pm, Monday to Friday at 35 Weber St W, Kitchener, or **by calling** the Board Accounts Receivable Department at 519-578-3677 ext. 2877.

If you wish to have your credit card charged automatically each month, please fill out the attached enrolment form. The form can be dropped off at the Board office at 35 Weber St W, Kitchener, or may be mailed to the address below. If you would like to cancel any pre-authorized charges to your credit card, you may fill out the attached enrolment form and mail it to the Board office, or you may call the Board Accounts Receivable Department at 519-578-3677 ext. 2877 from 8:30 – 4:30, Monday to Friday; summer hours may vary.

If any payments made by credit card are rejected, the Accounts Receivable Department will notify you and you may be asked to use a different method of payment.

The Board accepts Visa or MasterCard only.

Method 2: Pre-Authorized Debit (PAD)

To have your payments automatically withdrawn, directly from your bank account, please fill out the **Pre-Authorized Debit (PAD) agreement** at the end of this document. The form can be dropped off at the Board office at 35 Weber St W, Kitchener, or may be mailed to the address below along with a void cheque or direct deposit slip from your bank.

If any payments are returned as insufficient funds (NSF) or are unable to process, the Accounts Receivable Department will notify you and you may be asked to use a different method of payment.

Method 3: Online Payment

Online payments may be made monthly after receiving your invoice through your personal banking website. You will need to add the Board as a payee and enter your account number. The **account number will be your Customer ID** which will appear on the top-right of your invoice and will start with ED. Online payments may take up to three (3) business days to reach the School Board. Payment is deemed made when funds are received by the School Board.

The following banks are authorized to process online transactions with the Board at this time:

- Bank of Montreal (Search name: Waterloo Catholic School Board)
- CIBC/President's Choice (Search name: Waterloo Catholic District SB)
- Royal Bank of Canada (Search name: WCDSB – Acct Rec)
- ScotiaBank (Search name: Waterloo Catholic District S.B)
- TD Canada Trust (Search name: Waterloo Catholic District School Board)
- Central 1 Credit Unions (Search name: Waterloo Catholic)

Method 4: Cheque/Cash/Debit

Cash and debit payments may be made **in person** at 35 Weber St W, Kitchener. Cheques, made payable to “WCDSB”, may be either mailed to or dropped off at the address below.

Waterloo Catholic District School Board
Attention: Accounts Receivable
35 Weber St. W., -- Unit A
PO Box 91116
Kitchener, ON, Canada N2G 4G2

Board Office Hours: 8:30am – 4:30pm
Monday - Friday
There is an after-hours drop box available at the front of the building by the main entrance where you may drop off your cheques securely.

Please **write your customer ID** on the front of the cheque. The Customer ID is on the top-right of your invoice and will start with ED.

5. Can I pay my bill in advance of receiving my invoice?

Yes. Once you have obtained your Customer ID, you may make your payment. To obtain your Customer ID, contact the Accounts Receivable Officer at the 519-578-3677 ext. 2877. You may then arrange to pay via online banking, cash, or cheque as outlined in question four (4).

6. Who should I contact if I have questions/concerns about my bill?

Questions regarding the invoice may be directed to the Accounts Receivable Officer at 519-578-3677 x2877 (Monday – Friday; 8:30-4:30) or Accounts.Receivable@wcdsb.ca

7. How do I apply for subsidy?

You can apply for subsidy through OneList Waterloo Region. For further information on Child Care Subsidy contact the Region of Waterloo Child Care Subsidy office at 519-575-4400.

Please note that the Board applies subsidy amounts as received from the Region of Waterloo. If you have any questions regarding your subsidy rate, please contact the Region of Waterloo at 519-575-4400.

8. How much notice do I have to give to change/withdraw my child’s schedule?

You must log into your OneList account to make all changes to schedules or to withdraw from the program. Two weeks’ notice must be provided for all changes and withdrawals.

9. Will there be additional charges for PD Days?

No. You will be charged the same rates for PD days as instructional days.

10. Will vacation weeks be reflected on my invoice?

Each family will receive 10 vacation days that they may use per school year, without charge, when their child is not attending the program. All vacation weeks must be applied on your OneList account at least two weeks prior. Once applied on OneList, with at least two weeks notice, fees will be removed from your invoice. For further information on vacation weeks, please refer to the Parent Handbook – Extended Day Programs or call one of the Extended Day Supervisors at 519-578-3660.

11. Will subsidy be reflected on my invoice?

Yes. The amount of subsidy you receive will be deducted from the full fee amount of the program on a per day basis. The amount on the invoice you receive is your contribution amount for care. Your contribution is based off of the CFA letter you received from the Region of Waterloo. If you are fully subsidized by the Region of Waterloo, you will not receive an invoice.

12. Will I receive a tax receipt for my child's care?

Yes. As required by the Canada Revenue Agency (CRA), tax receipts will be issued by February 28 of the following calendar year to your email as registered on the OneList system.

If you have questions regarding your tax receipt, please contact the Accounts Receivable Department at 519-578-3677 ext. 2877 or Accounts.Receivable@wcdsb.ca.



Credit Card Pre-Authorized Payment Form and Agreement

New enrolment Cancellation of authorization effective _____/_____/_____
(Month) (Day) (Year)

1. Cardholder Information *(Please print clearly)*

Name: _____

Customer ID *(Starts with ED)*: _____

Mailing address: _____

City: _____ Province: _____ Postal Code: _____

Telephone number: _____ Email address: _____

2. Credit Card Information

Card Type: MasterCard VISA

Cardholder Name: _____
(as shown on card)

Card number: _____ Expiry Date: ____/____

I authorize the Waterloo Catholic District School Board (the "Board") to charge my credit card **monthly** for payment of services. If the Board is unable to process my payment I will be responsible for an alternative payment arrangement and any resulting processing fees that may be incurred. This authorization is in effect until I notify them otherwise. I understand that all expenses will be charged on my behalf and these may include additional charges from any previous months. By signing this authorization, I acknowledge that I have read and agree to all of the above information and warrant all information provided is true and correct. This agreement may be cancelled by the applicant by providing written notice at least 30 days in advance of the cancellation date. PLEASE DO NOT EMAIL OR FAX THIS FORM. Please phone this form to 519-578-3677 x2877; mail this form to Waterloo Catholic District School Board; Attention: Accounts Receivable; 35 Weber St W, Unit A; PO Box 91116; Kitchener, Ontario, Canada, N2G 4G2; or drop it off at the board office on Weber St W, Kitchener c/o Accounts Receivable.

Customer's signature

Date



Please complete the Pre-Authorized Debit (PAD) Plan agreement below. I authorize the Waterloo Catholic District School Board (WCDSB), and the financial institution designated (or any other financial institution I may authorize at any time) to begin deductions as per my instructions for monthly payments, for payment of all charges arising under my WCDSB account(s). Regular monthly payments for the full amount of services delivered will be debited to my specified account on or about the 20th day of each month.

The WCDSB will obtain my authorization for any other one-time or sporadic debits. This authority is to remain in effect until WCDSB has received written notification from me of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I may obtain a sample cancellation form, or more information on my right to cancel a PAD Agreement at my financial institution.

I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my recourse rights, I may contact my financial institution. WCDSB will provide me with confirmation that they have received this completed form before debiting from my account.

CUSTOMER INFORMATION

Date: ____/____/____
Name: _____ Customer ID (starts with ED): _____
Address: _____
City/Town: _____ Province: _____ Postal Code: _____
Phone Number: _____
Email Address: _____

Authorized Signature: _____

BANK INFORMATION

Bank Name: _____ Institution Number: _____
Account Number: _____ Branch Transit Number: _____
Address: _____
City/Town: _____ Province: _____ Postal Code: _____

Please send completed form and attached void cheque or direct deposit slip from your bank to:

Waterloo Catholic District School Board
Attention: Accounts Receivable
Unit A - 35 Weber St. W.
P.O. Box 91116
Kitchener, ON N2G 4G2

Tel: (519)578-3677 ext 2877
Fax: (519)578-9967
E-mail: Accounts.Receivable@wcdsb.ca

This information is collected pursuant to the board's responsibilities set out in the Education Act s.198.5, and the Municipal Freedom of Information and Protection of Privacy Act. Information on this form will be used to administer the PAD plan. Questions regarding the collection of this information should be directed to the WCDSB Business & Finance Department.